

Using your mobile as your ticket to travel...

Once you purchase your ticket, it's held on your phone until you need to use it. You must activate your mLink ticket for travel before you board the train. If you do not activate your ticket within 3 days of purchase it will automatically self-activate and therefore will be immediately ready for use. We therefore advise that you don't buy your mLink ticket any more than 3 days before you want the ticket to start.

Your mLink ticket will be stored on your mobile phone until it expires and should always be shown to the Conductor or station staff when requested.

Please ensure your mobile is sufficiently charged for your entire journey. It is your responsibility to ensure you can always display a valid mLink ticket when travelling.

If you cannot display a valid activated mLink ticket you must purchase a full price cash ticket which is non-refundable.

If you intend to travel beyond your designated station you must purchase an additional cash ticket for the extra portion of your journey before you travel beyond the alighting station shown on your mLink ticket.

Details of what to do if your phone is lost, stolen, damaged or faulty, how to apply for a refund, how to make a claim under Delay Repay, further information and full Terms & Conditions can be found at www.translink.co.uk/mLink

Terms & Conditions:

- mLink tickets are only valid on scheduled timetabled NI Railways services within Northern Ireland (not valid on special trains).
- Bus mLink tickets are not currently available.
- mLink tickets are non-transferable and can only be used by the registered mobile phone owner to whom the mLink ticket has been sent.
- You MUST always activate your mLink ticket for travel before you board the train. If you do not activate your mLink ticket prior to boarding, you must purchase a full price cash ticket which is non-refundable.
- The period of travel commences on the day your Weekly, Monthly or 3 Day Flexi mLink ticket is activated and is valid for travel between your 2 chosen NI Railways stations within Northern Ireland.
- If you cannot display a valid activated mLink ticket when requested by a Translink member of staff, you must purchase a full price cash ticket which is non-refundable.
- Please remember to keep your Credit or Debit card details up to date. These are stored securely within your phone and can not be accessed by anyone.
- For security purposes, you also need to enter your mLink PIN and the CW code from your Credit or Debit card every time you purchase an mLink ticket. Your CVV code is the 3 digit code on the signature strip on the back of your card.
- Free bus services to and from Belfast Central, Newry and Londonderry train stations as well as bus substitution permissions follow the same rules and permissions as paper rail tickets.
- Child mLink tickets can be purchased by an authorised adult from www.translink.co.uk/mLink. Children cannot purchase tickets via a mobile phone.
- Details of what to do if your phone is lost, stolen, damaged or faulty, how to apply for a refund and how to make a claim under Delay Repay, can be found at www.translink.co.uk/mLink.
- Standard Conditions of Carriage and Railway Byelaws also apply to all mLink tickets.
- Refunds will not be granted on any unused travel after the mLink ticket expires.
- Your mLink ticket will be stored on your mobile phone until it expires and should always be shown to the Conductor or station staff when requested.
- Please ensure your mobile phone is sufficiently charged for your entire journey.
- Your mobile phone must be able to display the ticket on your phone screen throughout your entire rail journey including when you need to pass through barriers at railway stations. If your phone battery dies during your rail journey you will be unable to retrieve your mobile ticket, and you must pay the full cash fare for the journey you wish to make. This fare is non-refundable.
- If you cannot display a valid activated mLink ticket when requested by a Translink member of staff, you must purchase a full price cash ticket which is non-refundable.
- Please remember to keep your Credit or Debit card details up to date. These are

Tickets available to purchase with mLink:

mLink

3 Day Flexi

Save over*

15%

A new rail ticket type available only to mLink customers. **Unlimited travel on any 3 days out of 7 days between 2 chosen stations within Northern Ireland.**

7 day expiry is set when the 1st day of travel is activated. Ideal for customers who want the flexibility to travel any 3 days of the week.

Save over 15%*!

Weekly

Save over*

19%

Unlimited travel for any 7 consecutive days travel between 2 chosen stations within Northern Ireland.

(Available only to mLink customers, unlike paper weekly tickets which are valid from Mon - Sun only). 7 day expiry is set when the 1st day of travel is activated. Ideal for customers who travel 4 days or more per week. **Save over 19%*.**

Monthly

Save over*

28%

Unlimited travel for a 1 month period between 2 chosen stations within Northern Ireland.

1 month expiry is set when the 1st day of travel is activated. Ideal for customers who travel 15 days or more in 1 month. **Save over 28%*.** Monthly tickets, over the value of £75, also offer customers free unlimited travel at weekends, across the entire NIRailways network.

*Savings are based on the cost of buying 3 full price day return rail tickets with regards to 3 Day Flexi mLink tickets, 5 full price day return rail tickets with regards to Weekly mLink tickets and 20 full price day return rail tickets with regards to Monthly mLink tickets.

Stay mobile...

Buy your rail tickets on the move with

mLink

Download the app or text mLink to 82500



let's go together
translink.co.uk

Translink
NI Railways



Rail tickets to your mobile

The quicker, easier and more secure way to travel with NI Railways. Buy, receive & use your rail ticket via your mobile.

You can purchase your Weekly, Monthly and new 3 Day Flexi ticket using your mobile phone.

Quick

No need to carry money with you and queue at the station for your ticket - You can purchase your ticket quickly from the comfort of your sofa! A quick check of your mobile phone screen by NI Railways staff at the ticket barrier and on-board the train is all that is needed!

Easy

Once set up, you'll find purchasing mLink tickets and using your mobile for travel is easy and convenient. Furthermore, savings can be made by purchasing Weekly, Monthly and 3 Day Flexi rail tickets!

Secure

Buying a ticket via your mobile is twice as secure as making any online purchase. Anti-fraud measures, data encryption and having your own PIN number make mLink tickets secure!

Getting Started

1 Get the app...

mLink is compatible with most mobile phones and all UK mobile phone networks. The only requirement is that you must be able to access the internet using an internet enabled phone at the time of ticket purchase. Check with your mobile phone operator if you are unsure whether or not your phone is GPRS-enabled. **A full list of compatible phones can be found at www.translink.co.uk/mLink**

Standard phones (including Blackberry)

- Text 'mLink' to 82500 or register online by visiting www.translink.co.uk/mLink Once registered, the mLink application will be sent to your phone free of charge*.

iPhone

- Download the free **Translink mLink app** from the **App Store**

Android

- Go to **Market**, search for **Translink** or **mLink** and download the free **Translink mLink app** from there.

Once you receive your application on your mobile phone you will be sent a unique PIN number. Keep your PIN number safe (as you would with a bank or credit card) since it's designed to stop unauthorised users from buying mLink tickets on your phone.

2 Register details...

Provide us with your details including your Name, Postcode, Mobile Number, Email Address and Date of Birth using your new mLink app. If you live in the Republic of Ireland enter ROI as your Postcode.

You will also need to enter your credit or debit card details which will then be held securely, ready for use when you decide to purchase your tickets. You only need to enter all of the above details once.

Child mLink tickets can be purchased by an authorised adult using our website www.translink.co.uk/mLink

Children cannot purchase tickets via a mobile phone.

3 Purchase ticket...

You're almost ready – Simply pick your ticket type and your chosen stations, check the price and purchase using your credit or debit card. All mLink ticket transactions are processed using the highest levels of security.

You must always enter your PIN number and your credit / debit card CVV security code (3 digit code on the back of your card) each time you purchase a ticket. This is to ensure that only YOU can purchase tickets from your phone.

*No data charges apply to download or use the mLink app except for T-Mobile customers and roaming users from outside the UK.

